

**PCIP Third Party Administrator – Performance Report
March 2014**

Medical and Pharmacy Claims Processing	Contract Requirement	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.7%	1,790 of 1,795 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	1,795 of 1,795 total claims
Financial accuracy of claims paid.	99%	100%	\$317,567.76 of \$317,567.76 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	29 of 29 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	29 of 29 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	29 disputed claims

Customer Service - Subscribers	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	92.3%	322 of 349 calls answered in 30 seconds; average of 18 seconds
Subscriber issues resolved within the same business day.	90%	92.4%	145 of 157 issue calls
Maximum call abandonment rate.	5%	0.6%	2 of 349 calls
Maximum line busy rate.	3%	0%	0 busy out of 356 calls

Provider Technical Support	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.7%	717 of 818 calls answered in 30 seconds; average of 17 seconds
Provider issues resolved within the same business day.	90%	93.5%	657 of 703 issue calls
Maximum call abandonment rate.	5%	1.1%	9 of 818 calls
Maximum line busy rate.	3%	0%	0 of 830 calls